

# HEATHER ENGLAND

[contact@heatherengland.ca](mailto:contact@heatherengland.ca)

## WORK EXPERIENCE:

### Aug 2022 – Oct 2022 – Active Recovery Physiotherapy and Hand Clinic — Administrative Assistant

Used the Jane system to schedule appointments, update patients' charts, direct bill insurance companies, process payments, inventory management and reporting. Responded to phone calls and emails. Called patients daily for appointment reminders and winbacks. Used Slack and Asana for office communication. Worked independently closing and opening the clinic.

### Oct 2019 – Jan 2022 – James Turner.ca — Administrative Assistant

Set up Ring Central IVR phone system and utilized it to answer calls and manage communication between construction contractors and customers. Managed shared email inbox to filter information and reply to business inquiries. Processed payroll hours through TSheets. Tracked expenses and reconciled bank account transactions using Quickbooks Online. Trained and supported staff members. Uploaded and utilized information from Dropbox, and Monday.com.

### April 2016 – Oct 2019 – Shaw Cable Systems — Loyalty Care Representative

Manage customer negotiations to balance the customer's needs with the business's interest. Meeting Leadership expectations by providing exceptional customer service and multitasking efficiently and accurately to update information. Imputing data into DOS-based programs and internal software to modify accounts and services. Daily use of MS Office programs to communicate changes in the office's demanding environment.

### July 2016 – May 2016 – Bat-Fish Studio, Victoria, BC — Social Media Coordinator

Creating social media marketing accounts. Ensuring that all information is continually updated with the latest products and developments. Managing communications by replying to direct messages and monitoring interactions. Experience with WordPress and Adobe Photoshop. Integrated Instagram posts directly Facebook Business platform.

### Sept 2015 – April 2016 – Thrifty's Foods, Victoria, BC — Cashier

Provided friendly customer service while ringing up and bagging customers' purchases. Memorized produce codes. Maintained general cleanliness in the check-out area. Worked independently during overnight shifts.

### July 2013 – Oct 2014 – Stream Global Services, London, ON — Account Resolution Specialist

Having discussions with customers who requested to speak with a senior representative. Taking ownership of complex cases that required considerable attention to resolve. These discussions require the ability to listen, be empathic when appropriate, and stand firm in company policies and procedures as needed.

## EDUCATION:

2007-2010 Associate Degree, Loyalist College, Belleville, Ontario

2001-2006 Secondary School Diploma, Clarke Road Secondary School, London, Ontario

## WORK EXPERIENCE CONTINUED:

2013 Idlewyld Inn, London, ON. Housekeeping

2013 Alliance iCommunication, London, ON. Sales Agent

2010 - 2013 Market Strategies International, London, ON. Telephone Interviewer

2008 Kantar Operations, London, ON. Telephone Interviewer

2006 - 2007 McDonalds, London, ON. Server

2005 T.N.S Canadian Facts, London, ON. Telephone Interviewer

References available upon request.